

## **Part 7: Management Structure**

The Council's management structure is headed by the Chief Executive, who has overall management responsibility to the Council for the management of its affairs. The Chief Executive also maintains a special focus on corporate finance and information technology and is the Returning Officer for District Council elections.

Below the Chief Executive are several groups of services:

- Executive Services, headed by the Chief Executive
- Planning, Housing and Environmental Health Services, headed by the Director of Planning, Housing and Environmental Health
- Central Services, headed by the Director of Central Services and Monitoring Officer
- Financial Services, headed by the Director of Finance & Transformation
- Street Scene, Leisure and Technical Services, headed by the Director of Street Scene, Leisure & Technical Services

The Chief Executive and the four Directors make up the Council's Management Team. The Management Team, led by the Chief Executive, is responsible for co-ordinating the corporate management of the authority.

## Service responsibilities

Service responsibilities are shown in the following table:

### Executive Services

- ◆ Policy Development
- ◆ Corporate Co-ordination
- ◆ Modernisation of Local Government (including Community Strategy)
- ◆ Economic Development and Regeneration
- ◆ Electoral Registration/Elections

### Planning, Housing & Environmental Health Services

- ◆ Food Hygiene and Safety
- ◆ Health and Safety (including employer responsibility)
- ◆ Public Health and health promotion
- ◆ Pest Control
- ◆ Housing Strategy/Projects/Affordable Housing
- ◆ Private Sector Housing initiatives and enforcement
- ◆ Energy Efficiency Advice
- ◆ Homelessness and Housing Advice
- ◆ Home Improvements Agency
- ◆ Pollution control and environmental monitoring
- ◆ Development Control
- ◆ Forward Planning and the Local Development Framework
- ◆ Building Control
- ◆ Dangerous Structures
- ◆ Conservation Areas and Listed Buildings
- ◆ Transportation

### Finance & Transformation

- ◆ Council Tax
- ◆ Business Rates
- ◆ Accountancy and Financial Advice
- ◆ Housing and Council Tax Benefits
- ◆ Benefit Fraud Prevention
- ◆ Cash flow and Investment Management
- ◆ Administration of Insurances
- ◆ Payroll
- ◆ Purchases and Credit Sales Management
- ◆ Cashiering Services
- ◆ Internal Audit
- ◆ Member's Allowances
- ◆ Corporate strategy, advice and guidance
- ◆ Central purchasing of IT
- ◆ Installation, support and maintenance
- ◆ Corporate overview of Finance and Information Technology
- ◆ Network and security provision
- ◆ Systems development and implementation
- ◆ Central data processing service

### Central Services

- ◆ Personnel
- ◆ Training and Development
- ◆ Corporate Support for Performance Management
- ◆ Consumer and Community Research
- ◆ Organisational Improvement and Development

- ◆ Servicing Democratic Decision Making
- ◆ Printing and Reprographics
- ◆ Caretaking and Office Cleaning
- ◆ Facilities Management
- ◆ Land and Premises Management
- ◆ Property Acquisition and Disposal
- ◆ Building Maintenance
- ◆ Public Rights of Way
- ◆ Contracts Advice
- ◆ Freedom of Information
- ◆ Legal Services
- ◆ Data Protection
- ◆ Implement Customer Contact Strategy
- ◆ Community Safety
- ◆ Customer services at Kings Hill, Tonbridge Area Office and village surgeries
- ◆ Implementation of the Customer Relationship Management (CRM) system
- ◆ Service delivery for customers with special needs
- ◆ Complaints
- ◆ Mayor's Office
- ◆ Media and Publicity
- ◆ Licensing
- ◆ Local Land Charges

### **Street Scene, Leisure & Technical Services**

- ◆ Waste reduction and recycling
- ◆ Refuse Collection
- ◆ Street Cleansing/Litter Abatement
- ◆ Public Conveniences
- ◆ Responsible dog ownership and Dog Warden Services
- ◆ Co-ordination of street scene services
- ◆ Tourism and Promotion
- ◆ Arts Programme
- ◆ Sports Development
- ◆ Allotments
- ◆ Youth Development
- ◆ Tonbridge Cemetery and Churchyards
- ◆ Leisure Strategy
- ◆ Client Management of Grounds Maintenance
- ◆ Summer Playscheme
- ◆ Public Open Spaces and Sports Grounds
- ◆ Grants
- ◆ Country Parks (Leybourne and Haysden)
- ◆ Countryside and Woodland Management
- ◆ Twinning
- ◆ Car Parking Management and Enforcement Management
- ◆ Environmental Enhancement and engineering projects
- ◆ Land Drainage
- ◆ CCTV Development and Management